

12.445 COMPLAINT REPORT – FORM 305

Standards Manual 55.2.2, 82.1.5

Procedure:

A. Complaint Report Form Processing:

1. An officer receiving a complaint or request for police service requiring follow-up investigation in instances where no other official reports are required, will complete a Complaint Report (Form 305).
 - a. Record all information required on the form.
 - 1) Record the district complaint number following that of the previous complaint.
 - 2) The disposition due date is determined according to the amount of time needed to handle the complaint or provide the service requested, but in no case be more than 10 days.
 - a) A supervisor must approve additional time and adjust the complaint due date if additional time is necessary to provide needed service.
 - 1] Inform the district/section commander of any complaint due date extension granted.
 - b. Record the complaint or request for service in the Complaint Control Book.
 - 1) This book will be a ledger type record, with the following headings: Date, Complaint Number, Name and Address of Complainant, Nature of Complaint, and Closure Date.
2. Forward the original copy of Form 305 to the district/section commander for review.
 - 1) Place a copy of the form 305 in the roll call folder. After reading at roll call, supervisors will initial these reports and:
 - a) Provide a copy of the form to the investigating officer.
 - b) File a copy of the form in the district Complaint Tickler File.
3. Upon receiving a Form 305, officers will investigate or render service as soon as possible.
 - a. They will record information concerning their investigation and action taken under the Disposition Column on the form, giving their name, relief, and disposition date.

- b. Return the form to the supervisor after necessary action is taken or the disposition is due on the report.
- 4. When the investigating officer turns in a Form 305, the supervisor will review the action taken. If he approves, he will initial the report and forward it to the district/section commander for approval.
 - a. If approved by the district/section commander, a supervisor will mark it from the Control Book using the closure date and file the original report alphabetically and/or numerically in the Closed Form 305 File.
- 5. If either the district/section commander or the supervisor does not approve of the action taken or feels additional action is required, the supervisor will:
 - a. Assign a new disposition date to the report and return the officer's copy with appropriate instructions.
 - b. Return the district copy to the Tickler File as indicated by the new disposition date.
- 6. Use the complaint form procedure for letters from the Office of the Police Chief and other unit correspondence requiring police service.
- 7. At the beginning of each shift, the OIC will check the tickler file for reports that are due.